

1. Problem:	
▪ Decoder Inoperative: Red dot, no display	
Possible Cause	Action
1. Decoder in standby mode	Switch on
2. Faulty decoder	Advise test

2. Problem:	
▪ Decoder Inoperative: No small red dot	
Possible Cause	Action
1. No power input	Check wall plug or, if the decoder has an external fuse holder, check and replace the fuse if necessary
2. Faulty decoder	Advise test

3. Problem: (NB - during encoded time only)	
▪ Scrambled picture	
▪ 7 and no green light on decoder	
Possible Cause	Action
1. Inadequate antenna signal	Check antenna installation, including cable.
2. Decoder not tuned properly to M-Net	Tune decoder.
3. Power supplied to the masthead amplifier is off	Always check.
4. Decoder faulty	Test decoder

4. Problem:	
▪ 7 and green light on decoder but no M-Net picture	
Possible Cause	Action
1. TV not tuned properly to decoder (scrambled picture)	Tune TV as per instruction manual
2. Faulty decoder	Test decoder
3. Cable not plugged into TV	Check cables
4. Faulty RF cables	Check cables

5. Problem:	
▪ Picture but no sound	
Possible Cause	Action
1. 'Mute' is on	Press 'mute' again
2. Inadequate antenna signal	Check antenna (slight direction change?)
3. Faulty antenna system	Check antenna system
4. Faulty decoder	Test decoder
5. Volume adjustment on TV turned down	Check volume/have repaired

6. Problem:	
▪ Crackling sound, snowy picture on all TV and M-Net programmes	
Possible Cause	Action
1. Faulty TV set	Check TV set
2. External interference	Investigate possible sources of interference. Tune decoder.
3. Power supplied to the masthead amplifier is off	Always check.
4. Decoder faulty	Test

7. Problem:	
▪ Ghosting (may also cause audio muting)	
Possible Cause	Action
1. Picking up a reflection from buildings, etc	Check, and if necessary, relocate antenna.
2. Faulty antenna system	Check, and if necessary, upgrade antenna system.

8. Problem: <ul style="list-style-type: none"> ▪ Losing picture during rain or misty conditions 	
Possible Cause	Action
1. Water penetrating the antenna	Check drain hole, drip loop and cable system
2. Poor reception	Upgrade antenna system
3. Antenna in loft	Relocate
4. Joint in the cable outside	Replace joiner with waterproof one

9. Problem: <ul style="list-style-type: none"> ▪ Sound distortion 	
Possible Cause	Action
1. Incorrect volume setting	Check volume setting
2. Antenna signal too weak	Correct antenna signal
3. TV not properly tuned	Fine-tune TV or check sound settings on TV
4. Faulty decoder	Test

10. Problem: ▪ Reception related problems	
Possible Cause	Action
1. Loose or faulty plugs	Check, if faulty, replace
2. Loose connections	Check, if faulty, replace
3. Poor quality co-ax cable	Replace cable
4. A problem with combiner	Check, if faulty, replace
5. A problem with decoder	If obvious problem advise exchange, if in doubt advise test
6. A problem with antenna	Advise professional check

11. Problem: ▪ Error messages	
Possible Cause	Action
1. Red dot	Switch decoder on with STANDBY (on/off) button
2. Flashing 0	Disconnected / lost signal
3. Flashing 1	Lost security code
4. Flashing 2	Parental guidance
5. Flashing 3	Special broadcast
6. Flashing 4	Aerial / Transmission problem
7. Flashing 4 with a simultaneous green light.	Inadequate signal from antenna or possible faulty decoder.
8. Any flashing number above 4	Faulty device